



**9-1-1 OFFICE NOTICE 07-05**

**July 19, 2007**

**EXPIRATION: When superseded or rescinded**

**TO: PUBLIC SAFETY ANSWERING POINT MANAGERS & COUNTY COORDINATORS**

**SUBJECT: 9-1-1 FISCAL AND OPERATIONAL REVIEW (FOR) PROGRAM**

The Telecommunications Division, California 9-1-1 Emergency Communications Office (9-1-1 Office) has responsibility to oversee the disbursement of funds in the State Emergency Telephone Number Account (SETNA) that are collected from a surcharge for intrastate communications. In addition, the 9-1-1 Office is required to regularly audit expenditures from the SETNA and publish, review and update technical and operational standards for the delivery of 9-1-1 calls within the State of California.

In accordance with these responsibilities, and with recent hiring of additional staff, we have developed a program to perform a fiscal and operational review (FOR) with each public safety answering point (PSAP) in the State. Every FOR will be developed and presented to the PSAP in a team spirit. Each team will be lead by the PSAP's assigned 9-1-1 Office Consultant, with assistance from staff in the 9-1-1 Office Fiscal Administration Unit and input from the PSAP's network service provider.

In this development stage of the FOR program, about 10 PSAPs have participated in a review so far. We plan to have at least 24 reviews completed by the end of 2007, which will complete the development stage of this program. The development stage includes scheduling of site visits throughout the State. Our goal is to meet with all PSAPs within the next three years. Your assigned 9-1-1 Office Consultant will contact the PSAP Manager to schedule a PSAP site review and presentation, according to the schedule that is currently in development. Each site review and presentation is planned to include the following:

- A FOR Findings Report provided to the PSAP Manager based on information collected prior to the site visit
- Discussion of the Findings Report
- Confirmation of PSAP contact information and current contact information of 9-1-1 Office staff, County Coordinator, and network service provider
- Discussion of the CPE and GIS funding that may be available to the PSAP
- Discussion of the funding of network services, foreign language interpretation, and other eligible reimbursement services
- Provide the PSAP Manager a summary and balance of their CALNENA Annual Allotment
- A summary of the PSAP's expenditures funded from the SETNA
- Discussion of CPE and other equipment/services funded during the PSAP's last upgrade/replacement and discussion of plans for the next replacement

- Verification of trunks and network charges
- Discussion of operational issues such as speed of answer, TTY training/testing, MSAG procedures for reporting an ALI misroute, and MIS (FRNIS/CARSnet)
- Addressing questions and/or concerns the PSAP Manager may have of the 9-1-1 Office (such as funding policies, procedures, new technologies, standards)
- Discussion of suggestions for effective communication among stakeholders related to the delivery of 9-1-1 calls
- Discussion of alternative funding sources that may be available to the PSAP and providing related contact information
- Providing NENA operational procedures and standards (such as hearing tests for call takers, disaster recovery plans, mutual aid agreements, NORAD notification, etc.)

Upon return to the 9-1-1 Office, the FOR team will update the records; resolve identified service provider issues; follow-up with the PSAP Manager by providing additional information requested during the review; and, modify the FOR Findings Report, if necessary, and provide a corrected copy of the report to the PSAP Manager.

We appreciate the assistance and wonderful feedback from the PSAPs that have participated in these first "test" site visits. Their feedback has greatly improved our processes. We look forward to meeting with each PSAP and welcome your cooperation and feedback as well. As the reviews continue, we may modify elements of the program, keeping PSAPs informed by way of 9-1-1 Office Notices, such as this.

If you have specific questions about development and implementation of the FOR program, please contact Cherlyn Thomas by email at [cherlyn.thomas@dgs.ca.gov](mailto:cherlyn.thomas@dgs.ca.gov) or (916) 657-9235. You may also contact Joan DeCrescenzo, 9-1-1 Business Management Section Supervisor, by email at [joan.decrescenzo@dgs.ca.gov](mailto:joan.decrescenzo@dgs.ca.gov) or (916) 657-9113.

Of course, I always welcome discussion from our PSAP community, and you may contact me by email at [daphne.rhoe@dgs.ca.gov](mailto:daphne.rhoe@dgs.ca.gov) or (916) 657-9911. Thank you for your assistance and cooperation as we go forward with the FOR program.

A handwritten signature in blue ink that reads "Daphne Rhoe". The signature is fluid and cursive, with the first name "Daphne" and last name "Rhoe" clearly distinguishable.

DAPHNE RHOE, ENP  
Chief, California 9-1-1 Emergency Communications Office

DR:JD:CT:ja